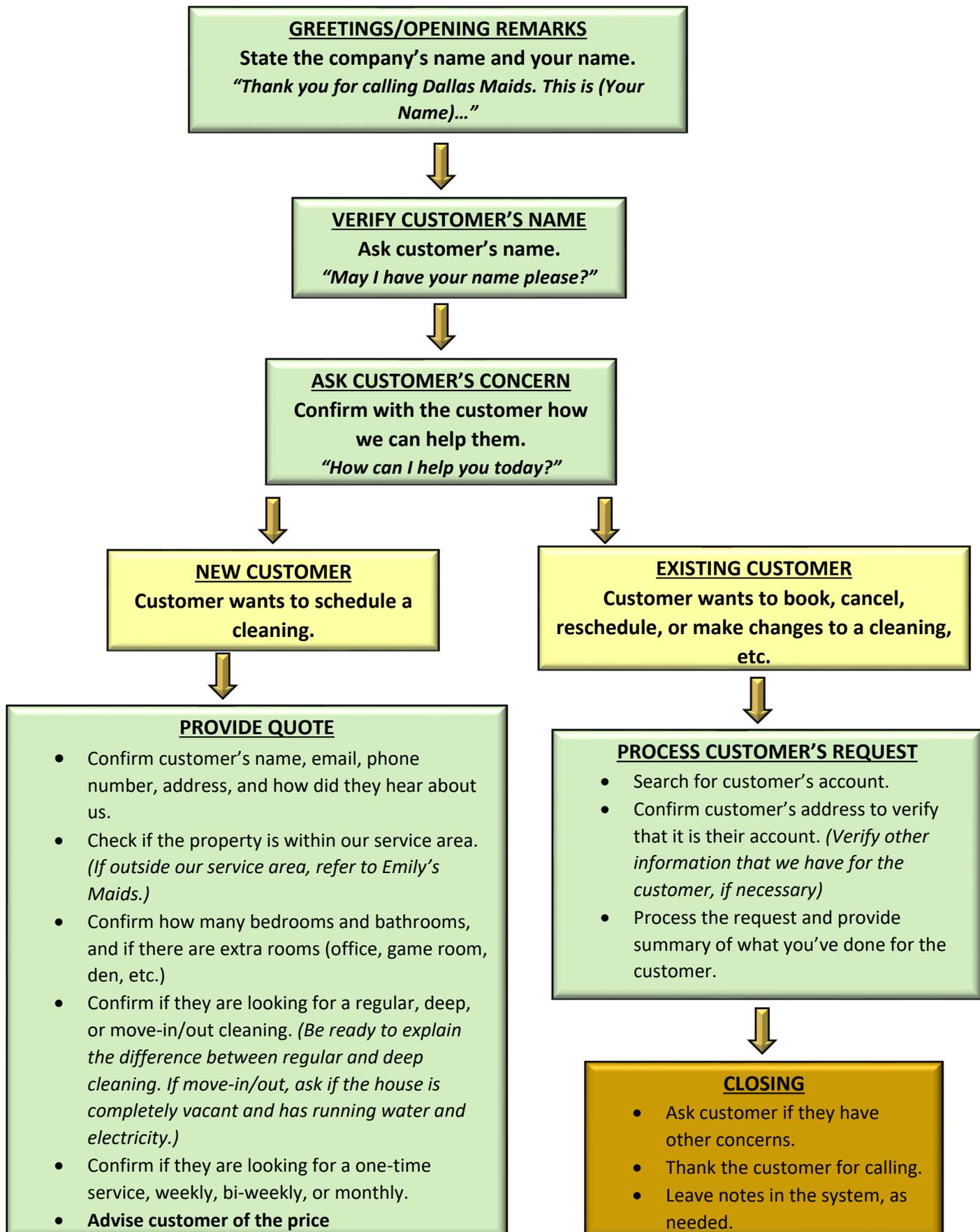


DALLAS MAIDS CALL FLOW GUIDELINES



CONTINUATION OF PROVIDE QUOTE

If customer wants to proceed:

SCHEDULE THE BOOKING

- Confirm when do they need the service and check availability. *(If we don't have availability, refer to Emily's Maids.) (We charge 20% more for Saturday and last-minute bookings.)*
- Advise customer of the date and time of the booking.
- Ask client where can we park and how can we access their home.
- Ask if there's any note they would like to leave for the team.
- Gather credit card information.
- **Finalize the booking.**

Advise customer that they will receive a confirmation email and our terms and conditions.

CLOSING

- Ask customer if they have other concerns.
- Thank the customer for calling.
- Leave notes in the system, as needed.

If customer does not want to proceed:

ADDRESS CUSTOMER'S OBJECTIONS

"The price is too high"

1. You get what you pay for.

Tell the customer that we are not the bottom of the barrel maid service. Though they don't need to take our word for it, we've been recommended by D Magazine, A+ Rated by the BBB, etc. For more of our awards, go to <http://www.dallasmaids.com/awards-recognitions/>. We've won these awards for a reason!"

2. Offer a discount for being flexible

Offer the customer a 5% or 10% off if they can be flexible on the day of service. Schedule them on our slower days, usually Monday, Tuesday or Wednesday.

3. Refer the customer to Emily's Maids

Refer them to Emily's Maids. If they ask what's the difference, let them know Emily's does not have all the bells and whistles as Dallas Maids but does have lower pricing.
Contact info: www.emilysmaids.com
214-556-6243 (214-556-MAID)

"I need to talk to my husband/wife" is usually said when the price is too high. Before getting off the phone, mention that you can provide a 5%/10% discount if they are flexible on the day they have us out. Then schedule them on our slower days (e.g. Mon, Tue, or Wed). **Always follow up the next day...**

EMAIL QUOTE TO CLIENT

- Send the quote to customer's email address if they still decide not to book.